

MEMORANDUM

6/11/2010

TO: Eric Friedman, Director, Office of Consumer Protection
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: OCP Performance Review

The following items were identified for follow-up during the 6/11/2010 CountyStat meeting:

1. Finalize 6-11-2010 presentation prior to web posting.
Responsible parties: CountyStat
Other parties involved: OCP
Deadline: 6/18/2010
2. Determine reason(s) for decline in customer satisfaction (outcome) for FY10 Q2.
Responsible parties: OCP
Other parties involved: CountyStat
Deadline: 7/9/2010
3. Assess whether there are comparable consumer protection operations with which to compare Montgomery County OCP performance. If there are, develop benchmarks for case resolution and time to close cases.
Responsible parties: OCP
Other parties involved: CountyStat
Deadline: 8/27/2010
4. In "percent of OCP-initiated cases closed that are resolved by OCP," drill down into the cases left unresolved to assess what the reasons are and if OCP can address any of them.
Responsible parties: OCP
Other parties involved: CountyStat
Deadline: 8/27/2010
5. Include the Office of Consumer Protection in forthcoming CountyStat meeting on communication best practices. Meeting date to be determined.
Responsible parties: CountyStat
Other parties involved: OCP
Deadline: 1/11/2010

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer